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CITY OF SANTA FE, NEW MEXICO

RESOLUTION NO. 2026-__

INTRODUCED BY:

Councilor Paul Bustamante

Councilor Patricia Feghali

A RESOLUTION

**APPROVING THE UPDATED SANTA FE TRAILS TITLE IV PROGRAM AND
DIRECTING THE CITY MANAGER TO AUTHORIZE ITS SUBMISSION TO THE
FEDERAL TRANSIT ADMINISTRATION.**

WHEREAS, Santa Fe Trails is the City of Santa Fe’s (“City’s”) public bus system that provides a city-wide network of public transportation.; and

WHEREAS, Santa Fe Trails is a recipient of the Federal Transit Administrations (“FTA”) Urbanized Area Formal Grant funds; and

WHEREAS, as a recipient of FTA funding, Santa Fe Trails is required to maintain a Title VI Program in compliance with the United States City Rights Act of 1964 and FTA Circular 4702.1B; and

WHEREAS, Title VI of the Civil Rights Act of 1964 provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance; and

WHEREAS, Santa Fe Trail’s Title VI Program, attached as Exhibit A, ensures that no

1 person is excluded from participation, denied the benefits of, or subjected to discrimination on the
2 basis of race, color, or national origin in the provision of transit services and programs; and

3 **WHEREAS**, the Title VI Program includes nondiscrimination policies, complaint
4 procedures, public participation efforts, and language assistance measures to ensure equitable
5 access to transportation services for all members of the community; and

6 **WHEREAS**, FTA regulations require the Title VI Program to be updated every three years
7 and submitted to the FTA for review and approval as a condition of continued Federal funding
8 eligibility; and

9 **WHEREAS**, the Public Works Department, Transit Division, prepared the Santa Fe Trails
10 2026 Update to the Title VI Program; and

11 **WHEREAS**, it is an FTA grant requirement that the updated Fiscal Year 2026 Title VI
12 Program be formally accepted by the Governing Body.

13 **NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE**
14 **CITY OF SANTA FE** approves the updated Santa Fe Trails Title VI Program, attached hereto as
15 Exhibit A.

16 **BE IT FURTHER RESOLVED** that the Governing Body directs the City Manager to
17 authorize staff to submit the updated Fiscal Year 2026 Santa Fe Trails Title VI Program to the FTA.

18 PASSED, APPROVED, and ADOPTED this _____ day of _____, 2026.

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21 _____
22 MICHAEL J. GARCIA, MAYOR
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ATTEST:

GERALYN F. CARDENAS, CITY CLERK

APPROVED AS TO FORM:

Marcos Martinez
Marcos Martinez (Jul 1, 2026 14:34:21 MDT)
MARCOS D. MARTÍNEZ, CITY ATTORNEY

EXHIBIT A



Title VI Program

June 1, 2026

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Overview of the Transit System

This Title VI Program for Santa Fe Trails (SFT) was prepared in compliance with FTA’s Title VI Circular 4702. IB.

Santa Fe Trails (SFT) provides transit service seven days per week through a network of fixed-route services, on-demand transit zones, Santa Fe Pick-Up shuttle service, and complementary paratransit service. Fixed-route service operates on five primary routes utilizing 13 large buses and 3 shuttles in daily peak service. The agency maintains a total fixed-route fleet of 28 vehicles, consisting of 24 large buses and 4 shuttles. In addition, SFT operates five on-demand service areas that provide flexible transportation options throughout the community. Complementary paratransit service is also provided utilizing a fleet of 17 electric paratransit vans. The Santa Fe Pick-up Shuttle provides circulator service throughout Downtown Santa Fe and Canyon Road. All transit services and facilities are located within the City of Santa Fe, which has an estimated population of approximately 92,000 residents.

SFT has no subrecipients.

Governance

The City of Santa Fe is governed by an elected Mayor and City Council. The Transit Advisory Board (TAB) is a citizens committee appointed by the Mayor that informs and makes recommendations to the City Council on the policies, procedures and development of the City's public transportation system. While active membership varies and there are often vacancies, current membership includes:

Transit Advisory Board				
Male	Female	Caucasian	Hispanic/ Latino	Other
6	4	6	3	1

To encourage representative participation on the Transit Advisory Board, SFT maintains active participation with organizations such as the Santa Fe Chamber of Commerce, Chain Breaker Collective, the Kiwanis Club, Homewise, and various not-for-profit organizations around the city.

Appendix A of this document includes the resolution signed by the Mayor related to development and implementation of this Title VI Program.

Public Notice

The following statement is posted at the SFT office, on the Santa Fe Trails website (<https://santafenm.gov/public-works/transit/nondiscrimination>), and on public transit vehicles in English and Spanish.

Notifying the Public of Rights Under Title VI

Santa Fe Trails operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Santa Fe Trails.

For more information on Santa Fe Trails' Title VI obligations and the procedures to file a complaint, contact 505-955-2001, email santafetrails@santafenm.gov; or visit our administrative office at 2931 Rufina St; Santa Fe, NM 87507.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact 505-955-2001.

Title VI Complaint Procedures

These procedures cover complaints filed under Title VI of the Civil Rights Act of 1964. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and Santa Fe Trails may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The procedures and form are located in Appendix B of this document. The procedures and form are provided to the public, including on SFT website at <https://santafenm.gov/public-works/transit/nondiscrimination>, in English and Spanish.

Title VI Complaints Received

SFT will prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

Over the past three years, SFT has not received any allegations of discrimination based on race, color, or national origins. No active investigations have been conducted by FTA or other entities, and no lawsuits and/or complaints naming SFT have been filed concerning Title VI rights.

Public Participation Plan

SFT's Public Participation Plan (PPP) describes how the agency communicates and distributes information to the public, as well as how the public can interact and provide comments to Santa Fe Trails. The needs of those traditionally underserved by the existing system are sought and considered by the transit system.

Through its public involvement efforts, the Santa Fe Trails will strive to achieve the following goals:

- Avoid, minimize, or mitigate disproportionately high and adverse impacts on our communities.
- Ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
- Prevent the denial of, reduction in, or significant delay in the receipt of benefits by all populations.

Title VI states that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. SFT will ensure that the input and feedback from all people will be considered in the development of Santa Fe Trails planning documents and activities.

These goals should be considered throughout all public engagement efforts, from project planning through construction and operation. This includes public outreach conducted during transportation planning and during the environmental reviews required by the National Environmental Policy Act (NEPA).

To encourage all voices to participate in developing Santa Fe Trail policies, actions are taken to reduce the barriers for participation in the decision-making process. These actions can include those noted below:

1. When possible, public meetings will be held in locations that are convenient to all communities, including low and moderate-income neighborhoods, and accessible to persons with disabilities.

Such locations include community centers, senior centers and schools. Where possible, the staff of Santa Fe Trails will meet at the locations of businesses, neighborhood groups, stakeholders, and other agencies.

2. Upon request, Santa Fe Trails work products and documents can be made available in alternative, accessible formats and languages other than English.
Public documents, including the agenda and minutes, can be provided, if requested, in various accessible formats. Please contact the Public Works Administrative Assistant if a summary or other type of accessible format is needed.
3. Agencies and organizations that represent low income, minority, and disabled populations are included in Santa Fe Trails’ outreach and Santa Fe staff participates in activities of these agencies. This can include organizations such as the Service Core of Retired Executives (SCORE), Santa Fe’s Office of Economic Development, Santa Fe Indigenous Center, and the Santa Fe Chamber of Commerce.
4. SFT will evaluate Title VI requirements on a periodic basis to ensure effectiveness of public involvement.
5. The Transit Advisory Board (TAB) is made of citizens reflecting the diversity of our community including a range of races, ages, and sex. The TAB includes frequent Santa Fe Trail riders and actively supports and advocates for the needs of all populations.
6. SFT works with various not-for-profits to provide free or reduced fare passes to disadvantaged members of the community for transportation to medical appointments, shopping, and other essential goods and services. In June 2025, SFT also created a portal enrollment program to assist outreach service coordination and trip enrollment efforts for Consuelo’s Place (MTC) and the Arroyo Chamiso Micro Community.
7. From 2023-2025, SFT participated in multiple annual city events focusing on community outreach and participation, including the annual Chamber of Commerce Legislative Banquet, Transportation Day at the Roundhouse, National Night Out, Bike to Work week events, and various other city events providing public transportation, transit resources to the community and opportunities to engage with the public.

Systemwide Service Standards and Policies

Service Standards and Policies have been developed to assure that frequency of service, age and quality of vehicles assigned to routes, quality of stations and location of routes are not determined on the basis of race, color, or national origin. No person will be excluded from participation or denied benefits of the service based on race, color or national origin.

Service Standards

Vehicle Load

Vehicle loads will be determined by the seating capacity of specific vehicles: All vehicles are equipped with standee bars/rails.

Average Vehicle Load Standards: Passenger Capacities				
Vehicle Type	Seated	Standing	Total	Maximum Load Factor
35ft Bus	30	15	45	1.3
30ft Bus	25	15	40	1.3

Vans	23	8	31	1.3
Cutaways	14	6	20	1.0

Headway (the amount of time between two vehicles traveling in the same direction, vary depending on the service provided and the day of week. Headway standards for current services include:

Headways (May vary based on Peak Times/Early Morning/Late Night)			
Santa Fe Trails	Weekday	Saturday	Sunday
Route 1	45	60	60
Route 2	20	20	20
Route 4	45	60	60
Route 5	On-Demand Service	On- Demand Service	On- Demand Service
Route 6	On-Demand Service	On- Demand Service	On- Demand Service
Route M	On-Demand Service	On- Demand Service	On- Demand Service
Route 21	On-Demand Service	On- Demand Service	On- Demand Service
Route 22	On-Demand Service	On- Demand Service	On- Demand Service
Route 24	55	55	55
Route 26	55	55	55
Historic Shuttle	15	15	15
Museum Shuttle			
Canyon Road Shuttle	15	15	15

On Time Performance

On-time performance is based on monitoring the daily operations of Santa Fe Trails' route, Commuter, and Shuttle services based on published standards. Our target is 95% of all transit vehicles will complete the established runs no more than 5 minutes early or late.

A vehicle is considered on time if it departs a scheduled time point within 3 minutes of the published time. Our target for on-time performance is 90% or greater.

Performance is monitored by Dispatch as well as OPS tracking installed on each vehicle. We also encourage all riders to comment on all aspects of service including on-time performance.

Service Availability Standards

The Santa Fe Trails has designed three levels of service to ensure availability to a maximum number of riders.

- Routes: Operates in five neighborhoods providing access to residents within a ¼ mile walk to the nearest bus stop. Service is more frequent during peak hours on the weekday, with less frequent service on Saturday and Sunday
- Commuter Routes: Operates to service college/business parks with maximum service during peak hours. Two routes operate on On-Demand Services to two educational centers.
- Shuttle: Operated in the heavily traveled shopping, art, and museum districts frequented by many tourists and visitors. In addition to providing easy on/Off service, the shuttle provides significant relief from traffic/parking congestion.

Service Policies

Distribution of Transit Amenities

- Bus stop signs are located along the route.
- Information is available on the city’s Transit website and printed information can be picked up at SFT’s administrative office or mailed. Also posted on each vehicle are route maps and visitor information. PassioGo application technology is available to passengers to download as well as Google Transit to provide current information.
- Waste receptacles are placed throughout the City.
- Santa Fe Trails has purchased and distributed illuminated bus stop lighting throughout the transit system to improve passenger safety, visibility, accessibility, and nighttime wayfinding at bus stops and transit boarding locations.

Vehicle Assignment

- The average age of vehicles is 8 (eight) years. Vehicles are assigned based on capacity required (i.e. for route service, larger vehicles on weekdays, and smaller vehicles on weekends). Vehicles are rotated between routes to assure equitable access to newer vehicles. All vehicles have similar technology such as video capacity and GPS locators.

Limited English Proficiency Plan

I. INTRODUCTION

This Limited English Proficiency (LEP) Plan, for the Santa Fe Trails/dba Santa Fe Trails has been developed in response to federal requirements included under Section 601 of Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), which provides that no person shall "on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

As a sub-recipient of funds from the Federal Transit Administration (FTA), through the New Mexico Department of Transportation (NMDOT), this Limited English Proficiency (LEP) Plan for the Santa Fe Trails has been developed to ensure compliance with Federal LEP regulations. It includes an assessment of the limited English proficiency needs of our area, an explanation of the steps we are currently taking to address these needs, and the steps we plan to take in the future to ensure meaningful access to our transit programs by persons with limited English proficiency.

II. POLICY

It is the policy of the Santa Fe Trails to ensure that our programs and activities, normally provided in English, are accessible to Limited English Proficiency (LEP) persons and thus do not discriminate on the basis of national origin in violation of the Title VI prohibition against national origin discrimination. The Santa Fe Trails will, to the maximum extent feasible, in its official deliberations and communications, community outreach and related notifications, provide appropriate alternative non-English formats for persons with LEP to access information and services provided.

III. Four-Factor Analysis

The Four-Factor Analysis requires that information be included in LEP Plans regarding the number and percentage of LEP persons in our area, and the nature, frequency and importance of the contact we have with LEP persons in providing transit services. Each of these elements is addressed below.

Factor 1. Number and Percentage of LEP Persons in Our Area

City of Santa Fe, New Mexico LEP Charts

Geography: place 16000US3570500.

Readable source: <https://data.census.gov/table/ACSDT5Y2024.C16001?q=C16001&g=160XX00US3570500>

Number or Proportion of LEP Individuals

Subject	Total	Speaks English Very Well	Speaks English Less Than Very Well
Population 5 Years or Over	85,853	90.4%	9.6%
Total Speaks a Language other than English	33.2%	71.1%	28.9%
Spanish	28.1%	68.7%	31.3%
Other Indo-European	2.6%	92.6%	7.4%
Asian and Pacific Island	1.5%	73.3%	26.7%
All Other/Unspecified	1.0%	82.6%	17.4%

Interpretation: The first row is a count and overall LEP/non-LEP percentage. The remaining Total entries are percentages of the population age 5 and over; the English-speaking columns are percentages within each row group.

Supporting counts

Language group	Approx. speakers age 5+	Approx. LEP count	LEP share within that language group
Spanish	24,155	7,563	31.3%
Other Indo-European	2,192	163	7.4%
Asian and Pacific Island	1,274	340	26.7%
All Other/Unspecified	849	148	17.4%
All non-English language speakers	28,470	8,214	28.9%

Safe Harbor screening

Language group	Total speaking group	LEP count	LEP % of population 5+	LEP % within group	Safe Harbor?	Source variables
Spanish	24,155	7,563	8.8%	31.3%	Yes	C16001_003E/004E/005E
Other Indo-European	2,192	163	0.2%	7.4%	No	C16001_006E-017E
Asian and Pacific Island	1,274	340	0.4%	26.7%	No	C16001_018E-032E
All Other/Unspecified	849	148	0.2%	17.4%	No	C16001_033E-038E

Spanish is the only screened language group in the City table that exceeds the written-translation Safe Harbor threshold, with 7,563 Spanish-speaking LEP persons, or 8.8% of the population age 5 and over.

Factors 2 & 3. Nature, Frequency and Importance of LEP Contact

1. Nature of Contact

The Transportation Manager will provide Dispatch/Driver Supervisors with specific direction to monitor and record in daily dispatch record the frequency of contacts with LEP persons. Information will be reviewed quarterly. The Transit Division Director will monitor and ensure that Title VI provisions and LEP persons are not denied or delayed in the provision of any service or benefit from the transportation planning process or the implementation of federally funded projects.

The Santa Fe Trails provides service throughout the community. Mobility limited persons are accommodated in compliance with the Americans with Disabilities Act. Contacts with all riders, including LEP persons, include:

- All contact information is available in Spanish
- Printed brochures/schedules are available in Spanish when requested.
- Phone numbers to contact for additional information are prominently displayed on both the printed schedule and each bus.

2. Frequency of Contact

Based on driver feedback and information into our call center, there are minimal requests for additional alternate language information beyond English and Spanish.

3. Importance of Contact

In rating the importance of current contacts or potential contacts with LEP individuals, Santa Fe Trails takes the position that all riders are important and, while there are minimal requests for alternate languages, this service can be provided. For many of our passengers, transit is the primary transportation mode for work, shopping, and medical appointments, therefore the service we provide is understood to be important to our community.

Factor 4. Resources Available for LEP Outreach

The Santa Fe Trails allocates the necessary resources for LEP outreach. At this time, that includes funding for translation service and website enhancement. There is a significant number of bilingual staff speaking both English and Spanish when oral translation is needed.

IV. LANGUAGE ASSISTANCE PLAN

The Santa Fe Trails will comply with the "safe harbor" concept as it applies to the translation written of documents when certain thresholds are exceeded. Oral interpretation is also available. Safe Harbor guidelines include providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.

Current vital documents available in Spanish include the Santa Fe Trails website which is programmed to translate into Spanish, rider information (programmed into the website), and Title VI/ADA complaint process and form, and the Title VI notice.

A. How Will You Identify LEP Persons Who Need Language Assistance?

- Driver Team will be front line for identifying needs
 - Dispatch/Driver Supervisors will monitor and record requests for LEP
 - Language alternatives will be coordinated with Santa Fe MPO; New Mexico Road Runner Express will be advised of access to alternate languages if needed.
 - City Council will be advised of plan.
- B. How Will You Identify Language Assistance Measures?
- Actively review additional options for providing service.
 - Monitor number of requests for alternate language materials based on requests recorded by Dispatch/Driver Supervisors.
- C. How Will Your Staff Be Trained?
- Driver Team training will include Customer Service Standards with a module on assisting Limited English Proficiency riders.
 - All Dispatch/Information staff will have availability to a bilingual staff person.
- D. What Will Be Your Outreach Efforts?
- All requests for information will be provided in alternate languages.
 - Drivers will be asked to provide input into additional opportunities to reach non-English speakers.
 - We will continue to maintain and support contact with organizations supporting minority communities such as SCORE Mentors, Santa Fe Small Business Center, and the Santa Fe Hispanic Chamber.
- E. What Is Your Monitoring and Updating Plan?
- Request routine feedback from Driver Team contractor concerning any increased demand/incidents of needing information.
- F. How Will You Disseminate Your LEP Plan?
- Copies will be provided to Driver Team Supervisors.
 - Copies will be provided and reviewed by the TAB.
 - All Administrative Staff will be provided with a copy.

Siting of Fixed Facilities

SFT has not sited any new facilities in the past three years and does not have plans to do so in the upcoming three years.

Appendix A

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CITY OF SANTA FE, NEW MEXICO

RESOLUTION NO. 2021-55

INTRODUCED BY:

Mayor Alan Webber

A RESOLUTION

**APPROVING THE CITY OF SANTA FE'S TITLE VI TRANSIT PROGRAM AS
REQUIRED BY THE FEDERAL TRANSIT ADMINISTRATION.**

WHEREAS, the City of Santa Fe ("City") is required to submit a Title VI Program to the Federal Transit Administration ("FTA") once every three years; and


WHEREAS, the Reporting Requirements included in the Title VI Requirements and Guidelines includes a requirements that a recipient's governing body approve the Title VI Program prior to submittal by the recipient to the FTA.

NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE CITY OF SANTA FE that the City's Title VI Transit Program, attached as Exhibit A, is hereby approved.

BE IT FURTHER RESOLVED that the City Manager is directed to submit the Title VI Program to the Federal Transit Authority.

PASSED, APPROVED, and ADOPTED this 13th day of October, 2021.

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ALAN WEBBER, MAYOR

ATTEST:


KRISTINE MIHELICIC, CITY CLERK

APPROVED AS TO FORM:


ERIN K. McSHERRY, CITY ATTORNEY

Legislation/2021/Resolutions/2021-55 Title VI Transit Program Adoption

Appendix B

Title VI complaint procedure and form.

**City of Santa Fe-Santa Fe Trails
Title VI/ADA Complaint Procedures**

Santa Fe Trails is committed to a policy of nondiscrimination in the provision of public transportation service. If you believe that you have been subjected to discrimination due to your race, color, national origin, or disability, or have a complaint about the accessibility of our service, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

How do you file a complaint?

You can call the Transit Director of Administration at (505) 955-2001 or use the accompanying form.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination and any other relevant information.
- The names of any persons, if known, whom we could contact for clarity of your allegations.

Please mail, email, or return your completed form to:

Transit Director of Administration
2931 Rufina Street
Santa Fe, NM 87507
santafetrails@santafenm.gov

Do you need complaint assistance?

If you are unable to complete a written complaint due to a disability or if information is needed in another language we can assist you. Please contact us at (505) 955-2001.

How will your complaint be handled?

Once a completed complaint is received, we will determine if we have jurisdiction. The complainant will receive a letter acknowledging receipt of the complaint and whether we have jurisdiction to investigate the complaint.

Santa Fe Trails will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, we may contact you. Unless we specify a longer period, you will have ten (10) days from the date of the request to send the

requested information. If the requested information is not received, we may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After the investigation is complete, Santa Fe Trails will send you a letter summarizing the results of the investigation, stating the findings, and advising of any corrective action to be taken as a result of the investigation. If you disagree with our determination, you may request reconsideration by submitting a request in writing to us within seven (7) days after the date of the letter, stating with specificity the basis for the reconsideration. We will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, we will issue a determination letter to the complainant upon completion of the reconsideration review. Complaint records are retained permanently.

Do I have other options for filing a complaint?

We encourage that you file the complaint with us. However, you may file a complaint with the Federal Transit Administration:

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590
1-202-366-4043
www.transit.dot.us

How do I obtain more information?

If you need more information on our nondiscrimination obligations or complaint procedure, please contact us at (505) 955-2001.

**City of Santa Fe-Santa Fe Trails
TITLE VI/ADA COMPLAINT FORM**

If you believe that you have been subjected to discrimination due to your race, color, national origin, or disability, or have a complaint about the accessibility of our transportation service, you can use this form to file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

Please mail, email or return this form to:

Transit Director of Administration
2931 Rufina Street
Santa Fe, NM 87507
santafetrails@santafenm.gov

1. Complainant's name:		
Address:		
City:	State:	Zip Code:
Daytime telephone: ()		
E-mail address:		
Do you prefer to be contacted via e-mail? <input type="checkbox"/> Yes <input type="checkbox"/> No		
2. Are you filing this complaint on your own behalf?		
<input type="checkbox"/> Yes If YES, please go to question 6. <input type="checkbox"/> No If NO, please go to question 3.		
3. Please provide your name and address.		
Name of person filing complaint:		
Address:		
City:	State:	Zip Code:
Daytime telephone: ()		
E-mail address:		
Do you prefer to be contacted via e-mail? <input type="checkbox"/> Yes <input type="checkbox"/> No		
4. What is your relationship to the person for whom you are filing the complaint?		
5. Please confirm that you have obtained the permission of the aggrieved party to file a complaint on their behalf.		
<input type="checkbox"/> Yes, I have permission. <input type="checkbox"/> No, I do not have permission		
6. I believe that the discrimination I experienced was based on (check all that apply).		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability <input type="checkbox"/> Accessibility Issue <input type="checkbox"/> Other		
7. Date of alleged discrimination (Month, Day, Year):		

<p>8. Where did the alleged discrimination take place?</p>
<p>9. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i></p>
<p>10. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i></p>
<p>11. What type of corrective action would you like to see taken?</p>
<p>12. Have you filed a complaint with any other federal, state, or local agency, or with any federal or state court? <input type="checkbox"/> Yes If yes, check all that apply. <input type="checkbox"/> No</p> <p><input type="checkbox"/> Federal agency (list agency's name)</p> <p><input type="checkbox"/> Federal court (provide location)</p> <p><input type="checkbox"/> State court</p> <p><input type="checkbox"/> State agency (specify agency)</p> <p><input type="checkbox"/> County court (specify court and county)</p> <p><input type="checkbox"/> Local agency (specify agency)</p>

